

Job Title: Merchandise Specialist
Department: Merchandise
Reports to: Warehouse and Inventory Lead

FLSA status: Exempt
Classification: Administrative
Supervises: None

Ragnar exists to make life more awesome. We are a group of active people who seek to work with individuals who work hard and play hard and have a deep desire to be successful. The Ragnar Relay Series is the largest relay series in the country. Physical labor, heavy lifting, and working weekends and long hours during races is a requirement. This job will average 40-50 hour work weeks and most of those are in the warehouse.

We offer a great benefits package including 75% covered health care, 401K & match, open PTO policy, and a free Ragnar race per year.

Position Summary: The Merchandise Specialist expedites and routes incoming and outgoing shipments; and provides excellent customer service via telephone and email to provide information on products, orders, returns, and related issues. This position will also be responsible for traveling to and leading merchandise at about 15 races per season.

Essential functions and responsibilities:

- Process orders from multiple channels and coordinate route activity including: warehouse shipments, invoicing, electronic bills, inspecting orders for completeness and accuracy, and shipment tracking
- Receive and process exchanges and returns
- Research, analyze and respond to routine and complex order status inquiries
- Respond to customer service issues
- Manage race fulfillment
- Stock and handle inventory
- Effectively communicate all inventory needs as well as any pricing or quality concerns
- Oversee retail/merchandise area and shipping/receiving area
- Travel to and lead merchandise at about 15 races per season
- Other duties/projects as assigned

Event functions and responsibilities:

- Lead Merchandise at races
- Manage and communicate with Event Staff at race
- Operate POS
- Exercise a clear understanding of the current product set
- Communicate and interact with Partners at races
- Keep work and register area clean, organized, and professional
- Handle and travel with cash and computers
- Follow and enforce established Event Merch POS/SOP
- Manage Customer Service issues as they arise at events
- Drive box truck, as needed
- Perform other related duties as assigned



RAGNAR RELAY
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RAGNARRELAY.COM

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Qualifications Required:

- Basic computer knowledge, including Microsoft Office Suite
- Excellent interpersonal and communication skills with the ability to work effectively independently and as a member of a team
- Well-organized with ability to multi-task
- Self-starter with the ability to prioritize projects, work within short time frames and meet deadlines
- Strong Attention to Detail
- Problem Solving Skills
- Positive Attitude
- Ability to operate POS systems

Physical demands and work environment: The physical demands and work environment characteristics described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Physical demands: While performing duties of job, incumbent is occasionally required to stand; walk; sit; stoop; bend; kneel; crouch; use hands to finger, handle, or feel objects, tools, or controls; reach with hands and arms; talk and hear. Employee must regularly lift and/or move up to 50 pounds. Specific vision abilities required by the job include close vision, distance vision, color vision, peripheral vision, depth perception, and the ability to adjust focus.
- Work Environment: The noise level in the work environment is usually moderate.

Please submit resume with cover letter along with salary expectations to jobs@ragnarrelay.com



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